

FAQ's on PCA Orientation
Please keep this sheet for important information

- 1) **What is PCA New Hire Orientation?** The PCA New Hire Orientation is required for brand new PCAs who have been hired into the MassHealth PCA system of Services as of January 1, 2014. This paid 3-hour Orientation will insure that all new PCAs receive the same basic information about their rights and responsibilities and about their consumer's role as the employer. The PCA New Hire Orientation will orient you to:

- Principles of Independent Living.
- Operational Procedures of the PCA Program.
- Workers' Rights.
- Fraud, Abuse and Neglect.
- Resources for the PCA provided by the Rewarding Work Web Portal, the 1199 SEIU, and the PCA Workforce Council.

- 2) **Are there consequences if I fail to receive the PCA New Hire Orientation?**

Effective immediately, New PCAs must complete the PCA New Hire Orientation requirement within 6 months from their date of hire. New PCAs who fail to complete the Orientation within the six months - an after-tax payroll deduction equal to two dollars (\$2.00) per hour will apply, until such time as they complete the Orientation program.

If the New PCA completes the Orientation within 2 months of their 6 month anniversary date, the payroll deductions will cease and all accumulated deductions will be returned. If the New PCA completes the Orientation after 8 months of the date of hire and submits the correct paperwork, the payroll deductions will cease but they will forfeit all accumulated deductions.

Note: New PCAs hired between January 1, 2014 to January 31, 2015 will have 6 months from the date of notice to complete the Orientation.

- 3) **Will the 3-hour PCA New Hire Orientation affect my consumer's approved PCA hours?** No. The 3-hour PCA New Hire Orientation does not affect your consumer's approved PCA hours.
- 4) **How is the PCA New Hire Orientation being offered?** There are two options: either you can attend a group orientation session in your area or your consumer can offer the standardized New Hire Orientation to you, through the consumer taught option.
- 5) **If my consumer chooses to have me attend a group Orientation session, where can I get information?** You, the PCA, can call the Homecare Training Benefit at: (877) 409-8283, to obtain information about classes, locations, dates and times.
- 6) **How soon after I start to work for my consumer will I have to complete the PCA New Hire Orientation?** The Orientation must be completed within (6 months) of notification by the Fiscal Intermediary.
- 7) **If my consumer chooses the consumer taught option and provides the Orientation to me, are there time constraints for completion?** Yes, with the consumer taught option, the Orientation in its entirety must be completed within one pay period and no later than 60 days of hire.
- 8) **If my consumer chooses provide the Orientation to me, will I still be able to also attend a group Orientation?** Yes, you can also attend a group PCA Orientation session; however, you will only be paid once.
- 9) **If my consumer initially chose the consumer taught option, can s/he change their mind?** Yes, your consumer can choose to send you, their PCA, to a classroom Orientation offered by the Homecare Training Benefit. You will need to call the Homecare Training Benefit at (877) 409-8283 to find out when and where the next class is being offered. You must complete the Orientation within 6 months of notification.